

FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT

No. of Critical Risk
Factor/Intervention Violations:

Facility Status:

- ☐ Pass
☐ Conditional Pass
☐ Closed

DBA/Name: Pho Kietzke	Risk Category: 3	Type: Restaurant	Date: 8-2-17
Address: 3004 Kietzke Lane	City/Zip: Reno 89502	Permit #: F150059	
Owner/Operator: Lodgeford + Packard LLC	Person In Charge: Loc Nguyen	Phone #: 8709488	
Hours of Operation: 10am-10pm	Area NO: 05	Inspection Type: CM	Time In: 11:20 am
Certified Food Protection Manager: Loc Nguyen	Exam Provider: FSP	Certification #: 21127784	Time Out: 12:10 pm
Date Expired: 2020			

Any item marked "OUT" on this inspection report is a NOTICE OF VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Critical violations are items that are more likely to directly contribute to foodborne illness.

Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com

Compliance Status					
#	IN	NA	NO	OUT Critical	OUT Non Critical
Risk Factor Interventions					
Supervision					
1					
Employee Health					
2					
3					
Good Hygienic Practices					
4					
5					
Control of Hands as a Vehicle of Contamination					
6					
7					
8a					
8b					
Approved Sources					
9a					
9b					
9c					
10					
11					
12a					
12b					
Food Protection from Contamination					
13a					
13b					
13c					
14					
15a					
15b					
PHF/TCS Foods					
16					
17					
18					
19					
20					
21a					
21b					
Consumer Advisory					
22					
Highly Susceptible Populations					
23					

Compliance Status					
#	IN	NA	NO	OUT Critical	OUT Non Critical
Food/Color Additives and Toxic Substances					
24					
25a					
25b					
Conformance with Approved Procedures					
26					
Equipment and Facilities					
27					
28					
29					
30					
Approved Retail Practices					
Safe Food					
31					
Food Temperature Control					
32					
33					
34					
35					
Food Identification					
36					
Prevention of Food Contamination					
37					
38					
39					
40					
Proper Use of Utensils					
41					
42					
43					
44					
Utensils, Equipment and Vending					
45					
46					
Physical Facilities					
47					
48					
49					
50					
51					

Key: IN = In Compliance ; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation

Temperatures Observed: Item / Location / Temperature

Onsite inspection for complaint WEMP17-00425:

Observations and Corrective Actions:

Spoke with CFM who stated they've not had any complaints/issues. Observed several ant traps and a can of Raid Ant Spray. Also observed a few ants on floor. Did not observe any ants in chili sauce. Sauce is purchased pre-made and properly stored. Facility is in need of cleaning to prevent attraction of pests. Clean and maintain on regular cleaning schedule all hard to reach areas including under shelves and in corners. Any treatment for pests is required to be done by a licensed pest control operator to prevent contamination.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): **clean by 8-4-17**

Environmental Health Specialist: **D. Kaulick #987**

Received By: **[Signature]**

WASHOE COUNTY
HEALTH DISTRICT

ENHANCING QUALITY OF LIFE

WASHOE COUNTY HEALTH DISTRICT
ENVIRONMENTAL HEALTH SERVICES DIVISION

1001 East Ninth Street • PO Box 11130 • Reno, Nevada 89520

Telephone (775) 328-2434 • Fax (775) 328-6176

www.washoecounty.us/health

health@washoecounty.us

No. of Critical Risk
Factor/Intervention Violations:

Facility Status:
☐ Pass
☐ Conditional Pass
☐ Closed

FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT

DBA/Name:PHO Kietzke

Risk Category3

Type:Rest

Date:11/2/18

Address:3004 Kietzke LN

City/Zip:Reno

Permit #:F150059

Owner/Operator:

Person In Charge:LOC

Phone #:

Hours of Operation:

Area NO:3

Inspection Type:Complaint

Time In:

Time Out:

Certified Food Protection Manager:

Exam Provider:

Certification #:

Date Expired:

Any item marked "OUT" on this inspection report is a NOTICE OF VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Critical violations are items that are more likely to directly contribute to foodborne illness.

Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com

Compliance Status

#	IN	NA	NO	OUT Critical	OUT Non Critical
---	----	----	----	-----------------	---------------------

Risk Factor Interventions

Supervision

1Demonstration of Knowledge/Active Managerial ControlR

Employee Health

2Communicable Diseases: knowledge, responsibilities, reportingR

3Communicable Diseases: proper use of restriction/exclusionR

Good Hygienic Practices

4Proper eating, tasting, drinking, or tobacco useR COS

5No discharge from eyes, nose, and mouthR COS

Control of Hands as a Vehicle of Contamination

6Hands clean and properly washedR COS

7No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followedR COS

8aHandwashing sinks accessible; conveniently locatedR COS

8bHandwashing sinks suppliedR COS

Approved Sources

9aFood obtained from approved sourceR COS

9bMolluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfishR COS

9cGame animals and wild mushrooms approved by regulatory authorityR COS

10Food received at proper temperatureR COS

11Food in good condition, safe, and unadulteratedR COS

12aRequired Records: parasite destructionR

12bRequired Records: Shellstock tags maintained for 90 days in chronological orderR

Food Protection from Contamination

13aSeparating raw animal foods from raw or cooked RTE foodsR COS

13bSeparating raw animal foods from each other during storage, preparation, holding, and displayR COS

13cFood protected from environmental contaminationR COS

14Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contaminationR COS

15aAfter being sold or served to a consumer, food is not reservedR COS

15bDiscarding or reconditioning unsafe, adulterated, or contaminated FoodR COS

PHF/TCS Foods

16Food cooked to proper final cook temperatureR COS

17Proper reheating procedures for hot holdingR COS

18Proper cooling time and temperaturesR COS

19Proper hot holding temperaturesR COS

20Proper cold holding temperaturesR COS

21aProper date marking and dispositionR COS

21bTime as a public health control: written procedures and recordsR COS

Consumer Advisory

22Consumer advisory provided if requiredR COS

Highly Susceptible Populations

23Pasteurized foods used; prohibited foods not offeredR COS

Compliance Status

#	IN	NA	NO	OUT Critical	OUT Non Critical			
Food/Color Additives and Toxic Substances								
24						Food additives; approved and properly used	R	COS
25a						Poisonous or toxic chemicals properly identified, stored, and used	R	COS
25b						Poisonous or toxic materials held for retail sale properly stored	R	COS
Conformance with Approved Procedures								
26						Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan	R	COS
Equipment and Facilities								
27						Insects, rodents and animals not present/outer openings protected	R	COS
28						Warewashing equipment installed, maintained, and used; proper sanitization	R	COS
29						Hot and cold water available; approved source	R	COS
30						Sewage and wastewater properly disposed; availability of toilet facilities	R	COS
Approved Retail Practices								
Safe Food								
31						Pasteurized eggs used where required	R	COS
Food Temperature Control								
32						Proper cooling methods used; adequate equipment for temperature control	R	COS
33						Plant food properly cooked for hot holding	R	COS
34						Approved thawing methods used	R	COS
35						Thermometers provided and accurate	R	COS
Food Identification								
36						Food properly labeled; original container	R	COS
Prevention of Food Contamination								
37						Contamination prevented during food preparation, storage and display	R	COS
38						Personal cleanliness	R	COS
39						Wiping cloths: properly used and stored	R	COS
40						Washing fruits and vegetables	R	COS
Proper Use of Utensils								
41						In-use utensils: properly stored	R	COS
42						Utensils, equipment and linens: properly stored, dried, and handled	R	COS
43						Single-service / single-use articles: properly stored and used	R	COS
44						Slash resistant / cloth gloves used properly	R	COS
Utensils, Equipment and Vending								
45						Food and non-food contact surfaces cleanable, properly designed, constructed, and used	R	COS
46						Non-food contact surfaces clean	R	COS
Physical Facilities								
47						Plumbing installed; proper backflow devices	R	COS
48						Toilet facilities: properly constructed, supplied, and clean	R	COS
49						Garbage and refuse properly disposed; facilities maintained	R	COS
50						Physical facilities installed, maintained, and clean	R	COS
51						Adequate ventilation and lighting; designated areas used	R	COS

Key: IN = In Compliance ; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation

Temperatures Observed:

Item / Location / Temperature

Observations and Corrective Actions:

Complaint 12568

It is against Washoe County Health Food regulations to reserve Food after it has been already served to a previous consumer. All food served to a customer that was not eaten, and left behind by the customer, must be discarded.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after):N/A

Environmental Health Specialist:Bill Tate 719

Received By:

ORIGINAL – FOOD ESTABLISHMENT REPRESENTATIVE | YELLOW – HEALTH DISTRICT

Page 1 of 2

H-390 (04/2017)

Page 2 of 2

Inspection Detail

Checklist

Conditions (0)

Conditions of Approval (0)

Documents (0)

Related Inspections

Update

Reset

Reports

Help

Case #
WCMP21-00016

Request Date
02/24/2021

Request Comment

Scheduled Date *
01/06/2021

Inspection Date
01/06/2021

Inspector *
Current User

Result Comment
Confirmed SW violation in dumpster enclosure. See attached pictures.

check spelling

Inspection Type *
EHS - Food

Requestor
Krista Hunt

Scheduled Start Time
AM

Status *
Violation Confirmed

Inspector Phone Number
(800)000-XXXX

Address
3004 KIETZKE LN, RENO, NV 89502

Requestor's Phone
Unit Nbr

Estimated Start Time

Department *
Current Department
EHS Inspectors

**WASHOE COUNTY
HEALTH DISTRICT**
ENHANCING QUALITY OF LIFE

**WASHOE COUNTY HEALTH DISTRICT
ENVIRONMENTAL HEALTH SERVICES DIVISION**
1001 East Ninth Street • PO Box 11130 • Reno, Nevada 89520
Telephone (775) 328-2434 • Fax (775) 328-6176
www.washoecounty.us/health
health@washoecounty.us

No. of Critical Risk
Factor/Intervention Violations:

Facility Status:

- ☐ Pass
☐ Conditional Pass
☐ Closed

**FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT NOTES**

DBA/Name: Risk Category Type: Address: Person In Charge:	Pho Kietzke 3004 Kietzke Ln LOC NGUYEN	City/Zip: Reno, 89502	Date: 10/27/22 Permit #: H19-1011Food
--	--	--------------------------	--

Observations and Corrective Actions Continued:

* WCHD observed a large standing pool of liquid food waste/grease outside of a full waste management dumpster.
Operator explained trash is picked up weekly.

* WCHD explained to operator he must call Waste Management for a special pickup if dumpster is full sooner and more often than the once a week scheduled pickup. Special pickups may come with a fee but the facility must pay to have amount of waste properly picked up in order to avoid having waste stored outside dumpster and be able to keep dumpster lid closed.

* Liquid waste must be cleaned with degreaser and power washed into sanitary sewer next to the dumpsters. Operator may then pour bleach on the area where liquid waste was to remove stains and smell, but DO NOT combine chemicals of degreaser and bleach, these must be two separate actions.

* WCHD can validate this complaint at the time of inspection, as operator did discard trash bags into dumpster but waste was still an issue.

* This issue must be resolved by Monday October 31st, 2022. Failure to resolve issue and come into compliance may result in further action for facility to come into compliance.

* Operator expressed he attempted to clean up mess this morning and will do again later today.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): 10/31/22	Received By:
Environmental Health Specialist: Don Clark	

Page ____ of ____

Inspection Detail

Checklist

Conditions (0)

Conditions of Approval (0)

Documents (0)

Related Inspections

UpdateResetReportsHelp

Case #
WCMP23-00144

Request Date
02/22/2023

Request Comment

Scheduled Date *
02/22/2023

Inspection Date
02/24/2023

Inspector *
Current User
--Select--

Result Comment
Spoke with establishment owner over the phone. Confirmed with establishment owner that their policy is to discard food if it has been dropped on the floor. Owner stated that he will reiterate this policy with the restaurant staff.

check spelling

Inspection Type *
EHS - Food

Requestor
Jessi Salim

Scheduled Start Time

Status *
No Violation

Inspector Phone Number
0000000-XXXX

Address
3004 KIETZKE LN, RENO, NV 89502

Requestor's Phone

Unit Nbr

Estimated Start Time

Department *
Current Department
EHS Inspectors

WCMP24-00377 - WASHOE

cockroach crawling across table

STATUS

> Received

04/25/2024 by Francesca Rubio

LOCATION

> 3004 KIETZKE LN

RENO, NV 89502

CONTACT

> JOANNA MORITZ

WORKFLOW

> 3 total Task

1 completed 1 active

Summary

Record

Activities (0)

Activity Summary (2)

Address (1)

Complaint Details

Custom Lists (1)

Calendar

Comments (0)

Conditions (0)

Menu

Help



File Date: 04/25/2024

Case Status: Received

Description of Work: cockroach crawling across table

Case Detail: Detail

Total Fee Invoiced: \$0.00

Total Fee Assessed: \$0.00

Case Type: Complaint

Address: 3004 KIETZKE LN, RENO, NV 89502

Owner Name: LODGEFORD & PACKARD LLC

Owner Address: 575 E PLUMB LN STE 200, RENO, NV 89502

Parent Record:

Parcel No: 020-141-16

Contact Info:	Name	Organization Name	Contact Type	Contact Primary Address	Status
	JOANNA MORITZ		Complainant		Active

Custom Fields:	Complaint Details			
Violator's Name	Detailed description of the location of the complaint or violation	--	--	--
H19-1011FOOD PHO KIETZ	cockroach crawling across table	--	--	--
KE		--	--	--
		--	--	--



NORTHERN NEVADA PUBLIC HEALTH
ENVIRONMENTAL HEALTH SERVICES
1001 East Ninth Street • Bldg B • Reno, Nevada 89512
(775) 328-2434 www.nnph.org

5
No. of Critical Risk
Factor/Intervention violations

FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT

Facility Status
Conditional Pass

DBA/Name: PHO KIETZKE	Risk Category: 3	Type: Restaurant	Date: 3/11/2026
Address: 3004 KIETZKE LN, RENO, NV 89502	Permit #: H19-1011FOOD		
Owner/Operator: LOC NGUYEN	Person in Charge: Loc Nguyen		
Hours of Operation: 10 am - 8:30 pm	Area No: 09	Inspection Type: Announced Routine Inspection	Time In: 01:30 PM Time Out: 03:20 PM
Certified Food Protection Manager: See violation #1	Exam Provider:	Certification #:	Date Expired:

Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.

Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation

Compliance Status			COS	R
All Inspection Details				
Supervision				
1	OUT	Demonstration of Knowledge/Active Managerial Control		X
Employee Health				
2	IN	Communicable Diseases: Knowledge, responsibilities, reporting		
3	IN	Communicable Diseases: Proper use of restriction/exclusion		
Good Hygienic Practices				
4	IN	Proper eating, tasting, drinking or tobacco use		
5	IN	No discharge from eyes, nose, and mouth		
Control of Hands as a Vehicle of Contamination				
6	OUT	Hands clean and properly washed	X	
7	IN	No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed		
8a	IN	Handwashing sinks accessible; conveniently located		
8b	IN	Handwashing sinks supplied		
Approved Sources				
9a	IN	Food obtained from approved source		
9b	IN	Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish		
9c	N/A	Game animals and wild mushrooms approved by regulatory authority		
10	N/O	Food received at proper temperature		
11	IN	Food in good condition, safe, and unadulterated		
12a	N/A	Required Records: parasite destruction		
12b	N/A	Required Records: Shellstock tags maintained for 90 days in chronological order		
Food Protection from Contamination				
13a	OUT	Separating raw animal foods from raw or cooked RTE foods	X	
13b	IN	Separating raw animal foods from each other during storage, preparation, holding, and display		
13c	OUT	Food protected from environmental contamination	X	

14	IN	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination		
15a	IN	After being sold or served to a consumer, food is not reserved		
15b	IN	Discarding or reconditioning unsafe, adulterated, or contaminated Food		
PHF/TCS Foods				
16	IN	Food cooked to proper final cook temperature		
17	N/O	Proper reheating procedures for hot holding		
18	N/O	Proper cooling time and temperatures		
19	IN	Proper hot holding temperatures		
20	IN	Proper cold holding temperatures		
21a	OUT	Proper date marking and disposition	X	
21b	IN	Time as a public health control: written procedures and records		
Consumer Advisory				
22	N/A	Consumer advisory provided if required		
Highly Susceptible Populations				
23	N/A	Pasteurized food used; prohibited foods not offered		
Food/Color Additives and Toxic Substances				
24	N/A	Food additives; approved and properly used		
25a	OUT	Poisonous or toxic chemicals properly identified, stored, and used	X	
25b	N/A	Poisonous or toxic materials held for retail sale properly stored		
Conformance with Approved Procedures				
26	N/A	Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan		
Equipment and Facilities				
27	IN	Insects, rodents and animals not present/outer opening protected		
28	OUT	Warewashing equipment installed, maintained, and used; proper sanitization	X	
29	IN	Hot and cold water available; approved source		
30	IN	Sewage and wastewater properly disposed; availability of toilet facilities		
Approved Retail Practices				
Safe Food				
31	N/A	Pasteurized eggs used where required		
Food Temperature Control				
32	IN	Proper cooling methods used; adequate equipment for temperature control		
33	N/O	Plant food properly cooked for hot holding		
34	OUT	Approved thawing methods used	X	
35	IN	Thermometers provided and accurate		
Food Identification				
36	IN	Food properly labeled; original container		
Prevention of Food Contamination				
37	IN	Contamination prevented during food preparation, storage and display		
38	IN	Personal cleanliness		
39	IN	Wiping cloths: properly used and stored		
40	IN	Washing fruits and vegetables		

Proper Use of Utensils				
41	IN	In-use utensils: properly stored		
42	IN	Utensils, equipment and linens: properly stored and used		
43	IN	Single-service / single-use articles: properly stored and used		
44	N/A	Slash resistant / cloth gloves used properly		
Utensils, Equipment and Vending				
45	IN	Food and non-food contact surfaces cleanable, properly designed, constructed, and used		
46	IN	Non-food contact surfaces clean		
Physical Facilities				
47	IN	Plumbing installed; proper backflow devices		
48	IN	Toilet facilities: properly constructed, supplied, and clean		
49	IN	Garbage and refuse properly disposed; facilities maintained		
50	IN	Physical facilities installed, maintained, and clean		
51	IN	Adequate ventilation and lighting; designated areas used		

Comments:

- Due to observation of 4 critical violations, facility must attend active managerial control (AMC) course at Northern Nevada Public Health. A re-inspection will not be conducted unless requested by facility. AMC course attendance will waive 1 re-inspection if requested.
- This is the 2nd inspection cycle where critical violations have been observed for items #6 , #13a and #21a. A 3rd observation within 3 inspection cycles will result in additional enforcement such as permit suspension, re-inspections, supervisory hearings and up to permit revocation.
- Complaint investigation for WCMP26-00259 was conducted during routine inspection. Complaint stated that there was a build up of refuse in disposal area and grease interceptor was overflowing. Inspector observed trash disposal in fair condition without buildup of refuse at the time of inspection. Complaint will not be validated.

Temperatures Observed: Item/Location/Temperature

Cold-holding : 41f
Hot-holding: 135f or above
No active cooling
Freezer confirmed frozen
Chicken breast final cook temp 184f

Item # Violation

Demonstration of Knowledge/Active Managerial Control

1 ** Repeat violation**

- Due to observation of 4 critical violations facility was determined to not have sufficient systems in place to maintain food safety. Duties of Person-in-charge (PIC)/Active Managerial Control – PIC shall have systems or controls put into practice regarding oversight and/or routine monitoring of proper food handling practices and behaviors to prevent foodborne illness. Facility must attend active managerial control (AMC) course at Northern Nevada Public Health and a re-inspection may be requested within 30 days of course attendance.
- Facility did not have certified food protection manager (CFPM) at the time of inspection. Certified Food Protection Manager (CFPM) – Food establishments that prepare, handle or serve non-prepackaged time/temperature for safety (TCS) foods shall have an employee who has passed an approved food safety certification examination for CFPM. The CFPM must also be the person in charge (PIC) of the establishment.

Hands clean and properly washed

6 ** Repeat violation **

- Observed staff member crack raw shelled egg into wok and handle ready to eat (RTE) food without conducting handwash or glove change. When to Wash - Employees shall wash hands immediately before engaging in food preparation and when changing tasks to prevent cross-contamination. Inspector discussed handwash requirements and staff was instructed to wash hands prior to donning new gloves and continuing task.

Separating raw animal foods from raw or cooked RTE foods

13a ** Repeat Violation**

- Observed 2 containers of raw beef stored over RTE wontons and bread in cold-holding unit near cook line. Observed raw shelled eggs stored over RTE sauces in the walk-in. Raw animal foods shall be stored separate from raw or cooked ready-to-eat (RTE) food or unwashed fruits and vegetables to prevent cross-contamination. Inspector discussed refrigerated storage and provided resource at the time of inspection. Person in Charge (PIC) moved items to appropriate location at the time of inspection.

Food protected from environmental contamination

- 13c - Observed several food products stored inside of non-food grade wrapping/container. Observed raw meat products wrapped in plastic grocery bags in the chest freezer, and observed raw vegetables including cut cabbage stored inside of plastic grocery bags. These are not approved for storage of food- All surfaces in facility that come into contact with food must be of a food-grade material to prevent the risk of contamination during storage. Instructed person in charge to replace these grocery bags with food-safe alternatives such as food-grade bags or washable containers.
- Observed buildup of debris on wire rack shelving in walk-in at the time of inspection. Food undergoing active cooling is not covered throughout process but may be at risk of contamination should any debris become loose. No direct contamination observed at the time of inspection. PIC must clean shelving units and submit documentation to inspector via email.

Proper date marking and disposition

21a - Observed several large containers of broth without proper date-mark in walk-in. Observed several containers of cooked RTE foods without proper date-mark. Time/temperature control for safety (TCS), ready-to-eat (RTE) foods prepared on-site or opened commercial containers held for more than 24 hours shall be date marked and shall be consumed or discarded within 7 days to control pathogenic bacterial growth. PIC was able to indicate when items were prepared and applied appropriate datemark at the time of inspection.

Poisonous or toxic chemicals properly identified, stored, and used

25a - Observed sanitizer bucket with 200 ppm chlorine sanitizer solution. Sanitizer solution shall not be used at a higher concentration than prescribed to prevent cross-contamination. PIC re-made sanitizer solution at 50 ppm chlorine sanitizer solution at the time of inspection.

Warewashing equipment installed, maintained, and used; proper sanitization

28 - Dishwasher dispensing below 50 ppm chlorine sanitizer at the time of inspection. Food contact surfaces shall be effectively cleaned and sanitized using a mechanical and/or manual method of cleaning and sanitizing including the proper level of sanitizer solution or water temperature to adequately sanitize food contact surfaces. PIC primed unit and re-ran the cycle which then was dispensing 50 ppm chlorine sanitizer.

Approved thawing methods used

34 - Observed several large cuts of meat thawing at on counter at room temperature. Time/temperature control for safety (TCS) foods shall be thawed using one of the following approved methods: under refrigeration that maintains the food temperature at 41°F or less; completely submerged under running water at a water temperature of 70°F or below; as part of the cooking process. PIC moved items to appropriate location at the time of inspection.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): No re-inspection unless requested.

Environmental Health Specialist: Jasmine Olvera



Received By: Loc Nguyen





NORTHERN NEVADA PUBLIC HEALTH
ENVIRONMENTAL HEALTH SERVICES
1001 East Ninth Street • Bldg B • Reno, Nevada 89512
(775) 328-2434 www.nnph.org

5
No. of Critical Risk
Factor/Intervention violations

FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT

Facility Status

SELECT

DBA/Name: PHO KIETZKE	Risk Category: 3	Type: Restaurant	Date: 6/10/2026
Address: 3004 KIETZKE LN, RENO, NV 89502	Permit #: H19-1011FOOD		
Owner/Operator: LOC NGUYEN	Person in Charge:		
Hours of Operation:	Area No: 09	Insepection Type: Routine Reinspection w/ Fee	Time In: 10:55 AM Time Out: 12:06 PM
Certified Food Protection Manager:	Exam Provider:	Certification #:	Date Expired:

Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.

Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation

Compliance Status			COS	R
All Inspection Details				
Supervision				
1	OUT	Demonstration of Knowledge/Active Managerial Control		X
Employee Health				
2		Communicable Diseases: Knowledge, responsibilities, reporting		
3		Communicable Diseases: Proper use of restriction/exclusion		
Good Hygienic Practices				
4		Proper eating, tasting, drinking or tobacco use		
5		No discharge from eyes, nose, and mouth		
Control of Hands as a Vehicle of Contamination				
6		Hands clean and properly washed		
7		No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed		
8a		Handwashing sinks accessible; conveniently located		
8b		Handwashing sinks supplied		
Approved Sources				
9a		Food obtained from approved source		
9b		Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish		
9c		Game animals and wild mushrooms approved by regulatory authority		
10		Food received at proper temperature		
11		Food in good condition, safe, and unadulterated		
12a		Required Records: parasite destruction		
12b		Required Records: Shellstock tags maintained for 90 days in chronological order		
Food Protection from Contamination				
13a	OUT	Separating raw animal foods from raw or cooked RTE foods		X
13b		Separating raw animal foods from each other during storage, preparation, holding, and display		
13c		Food protected from environmental contamination		

14	OUT	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination		X
15a		After being sold or served to a consumer, food is not reserved		
15b		Discarding or reconditioning unsafe, adulterated, or contaminated Food		
PHF/TCS Foods				
16		Food cooked to proper final cook temperature		
17		Proper reheating procedures for hot holding		
18		Proper cooling time and temperatures		
19		Proper hot holding temperatures		
20		Proper cold holding temperatures		
21a	OUT	Proper date marking and disposition		X
21b		Time as a public health control: written procedures and records		
Consumer Advisory				
22		Consumer advisory provided if required		
Highly Susceptible Populations				
23		Pasteurized food used; prohibited foods not offered		
Food/Color Additives and Toxic Substances				
24		Food additives; approved and properly used		
25a		Poisonous or toxic chemicals properly identified, stored, and used		
25b		Poisonous or toxic materials held for retail sale properly stored		
Conformance with Approved Procedures				
26		Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan		
Equipment and Facilities				
27	OUT	Insects, rodents and animals not present/outer opening protected		X
28	OUT	Warewashing equipment installed, maintained, and used; proper sanitization		X
29		Hot and cold water available; approved source		
30		Sewage and wastewater properly disposed; availability of toilet facilities		
Approved Retail Practices				
Safe Food				
31		Pasteurized eggs used where required		
Food Temperature Control				
32		Proper cooling methods used; adequate equipment for temperature control		
33		Plant food properly cooked for hot holding		
34		Approved thawing methods used		
35		Thermometers provided and accurate		
Food Identification				
36		Food properly labeled; original container		
Prevention of Food Contamination				
37		Contamination prevented during food preparation, storage and display		
38		Personal cleanliness		
39		Wiping cloths: properly used and stored		
40		Washing fruits and vegetables		

Proper Use of Utensils				
41		In-use utensils: properly stored		
42		Utensils, equipment and linens: properly stored and used		
43		Single-service / single-use articles: properly stored and used		
44		Slash resistant / cloth gloves used properly		
Utensils, Equipment and Vending				
45		Food and non-food contact surfaces cleanable, properly designed, constructed, and used		
46		Non-food contact surfaces clean		
Physical Facilities				
47		Plumbing installed; proper backflow devices		
48		Toilet facilities: properly constructed, supplied, and clean		
49		Garbage and refuse properly disposed; facilities maintained		
50		Physical facilities installed, maintained, and clean		
51		Adequate ventilation and lighting; designated areas used		

Comments:

- Complaint investigation for HC26-00194-WASHOE: Complainant reported finding a cockroach in a beef pho soup on 06/07/2026 after consuming most of the meal. Complainant stated that restaurant staff were notified but appeared dismissive of the complaint. During inspection observed standing water near warewashing area that contributes to pest harborage issues. Observed cockroaches in multiple areas throughout facility including dry food storage areas, metal sieve and in containers of onions. Onions discarded at the time of inspection. Facility had not received additional pest service since previous inspection as required on inspection 5/19. Due to observations mentioned above complaint is validated and validated complaint fee must be paid.

Based on the facility's documented history of repeated critical violations, failure to demonstrate sustained corrective action, and failure to comply with the conditions established during the May 27, 2026 office hearing and probationary period, the facility's Permit to Operate is hereby suspended pending revocation. Specifically, the facility failed to attend the required Active Managerial Control (AMC) course on June 8, 2026, failed to submit all required monitoring logs, and submitted incomplete and incorrectly completed records. Facility did not have logs on site and were not completing logs on daily basis. These findings demonstrate a continued lack of effective Active Managerial Control and an inability to consistently maintain compliance with food safety regulations.

Pursuant to Nevada Revised Statute (NRS) 446.880 and Section 240.105(C) of the Northern Nevada Public Health Board and Health Regulations Governing Food Establishments, your Permit to Operate is suspended pending revocation for serious and repeated violations of food safety regulations.

You have the opportunity to request a hearing before the Food Protection Hearing and Advisory Board. The Health Authority may permanently revoke the permit 10 days following service of this notice unless a written request for a hearing is filed with the Health Authority by the permit holder within 10 days of receiving this document.

If a timely request for a hearing is received, the matter will be scheduled for review before the Food Protection Hearing and Advisory Board. If no request is received within the required timeframe, the Health Authority may proceed with permanent revocation of the permit without further action.

Temperatures Observed: Item/Location/Temperature

Item # Violation

Demonstration of Knowledge/Active Managerial Control

1 Not completed Certified Food Protection Manager Course (CFPM) , operator had until August 25th end of probationary period to complete course.

Separating raw animal foods from raw or cooked RTE foods

13a **Repeat violation**

- Observed raw shelled eggs stored over RTE soups in walk-in . Same violation and issue observed at previous inspection on 5/19

Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination

14 ** Repeat Violation **

- Observed meat and cabbage debris on meat slicer at the time of inspection. Same violation and issue observed at previous inspection on 5/19

Proper date marking and disposition

21a ** Repeat violation**

-Observed container of initiation crab, cooked pork, and tofu without proper datemark at the time of inspection.

- Observed majority of datemarks with today's date (6/10) Staff member stated they are updating datemarks on a daily basis and no reflective of when food was actually prepared.

Insects, rodents and animals not present/outer opening protected

27 - Observed pests in dry food storage areas and in containers of onions. Person in Charge (PIC) discarded at the time of inspection.

- At previous inspection facility was required to receive more frequent pest control services. Facility has not received an additional service since previous inspection on 5/19.

- Complaint investigation for HC26-00194-WASHOE: Complainant reported finding a cockroach in a beef pho soup on 06/07/2026 after consuming most of the meal. Complainant stated that restaurant staff were notified but appeared dismissive of the complaint. Complaint validated at the time of inspection based on observations listed above. Facility must pay validated complaint fee.

Warewashing equipment installed, maintained, and used; proper sanitization

28 - Facility's dishwasher is not dispensing consistent concentration of chlorine sanitizer.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after):

Environmental Health Specialist: Jasmine Olvera



Received By: Loc Nguyen

